Catholic Health Initiatives (CHI) recently implemented entire suite of Lawson Software (NASDAQ: LWSN) for business applications called Lawson S3 Enterprise Management System. Here are some of the important outcomes of implementing Lawson at CHI from various teams/departments:

**Information Technology Enterprise Resource Planning (ERP) Systems and Applications:** Hardware upgrade was done, security classes were built to support 41 separate MBOs and provide data-level security; Lawson Smart Notifications, reports and dashboards constructed to support the decision-making of executives, custom interfaces connect numerous additional systems, Lawsonsystem helps to centralize and standardize data

**HR and Payroll:** Accuracy in pay conversions, compensations and other payroll calculations; compliance with business rules and regulations; fewer errors on interface files, time and cost efficiency; central data system reduces redundancy in data and improves consistency in data; availability of pay statements in advance to avoid later adjustments; transformation of local HR departments from transaction-oriented to more strategic-oriented; availability of time to focus on workforce and talent management, compensation practices and organizational effectiveness.

**Accounts Payable:** AP functions have been centralized; invoice processing method, its accessibility and visibility is better hence better financial forecasting; improved reporting tools assist to measure and improve performance at the local level and across the nationwide systems.

**Supply Chain:** This department experienced very remarkable results in supply cost savings of $125 million. Also data sources for supply reports are reduced from 30 to one, item and contract data conversions occur quickly; Lawson system enables CHI summarize everything related to contracts; the Lawson Business Intelligence (LBI) tools provide operational reports which eases managing the supplies. Overall Supply chain savings are: Utilization 20%, Freight 10%, Staffing 4%, and Supplies 64%.

**Finance:** Unified financial information offers fair comparisons among MBOs, better information access offers faster and better decision making, Lawson system shortened the book closing period; better management of labor costs.

**Outcome summary:** increased time and cost efficiency; better accuracy, visibility and accessibility of transactions; more time spent towards patient care; centralized database; improved consistency and integrity of databases throughout CHI systems nationwide.

***Reference:***

Lawson: Patient care is the winner with efficient operating model: Catholic Health Initiatives

Case Study (2009).

Reviewed on January 27, 2010, from:

<http://hi-602lawson.wikispaces.com/file/view/IHC-CS7043.pdf>